Job title | Membership Services Coordinator
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Band | 3
Group | Membership, Quality Enhancement and Standards
Responsible to | Membership Services Delivery Manager
Responsible for | N/A

**Organisational context**

QAA is the UK's independent quality body for higher education. Founded in 1997, we work with sector stakeholders and students across all four nations of the UK and build international partnerships to enhance and promote the reputation of UK higher education worldwide. Our vision is for world-leading and independently assured higher education.

This role sits within QAA's Membership, Quality Enhancement and Standards (MQES) team, critical to delivery of QAA's vision and operations.

**Role summary**

The Membership Services Coordinator will provide administrative and organisational support for the delivery of member services. This will require close liaison with all other members of the MQES team including the Membership Engagement Managers, Quality and Standards Specialists and events support. The core purpose of the role will be to help ensure the smooth running of membership and services events and activities, and the production of membership outputs such as guidance documents and a range of attractive supporting resources.

**Main duties and responsibilities**

- Support the organisation and delivery of projects and events, working closely with Membership Engagement Managers and Quality and Standards Specialists, securing support from colleagues to achieve project plans on schedule. This includes member advisory group meetings, member training programmes, webinars and conferences. Support will include:
  - venue booking
  - inviting delegates
  - collating and issuing papers and event packs
  - notetaking and recording, and coordinating follow-up actions
using virtual software such as Zoom to host internal and external meetings
- coordinating review and approval and other processes relating to projects.

- Develop, maintain and report on key administrative tools and tracking processes such as flexible hours, staff commitments and expense claims.

- Support the Membership Services Delivery Manager in monitoring team budgets.

- Maintain MQES entries to the QAA Activity Calendar ensuring information is accurate and up-to-date.

- Act as first point of contact for membership enquiries, supporting the development of lean processes, referring questions or issues to other colleagues as appropriate so agreed targets are met.

- Lead on and champion the use of QAA's customer relationship management system to maintain accurate institutional and individual contact data records.

- Use of QAA's customer relationship management system and other related systems to action campaigns and communications such as the weekly member updates.

- Support membership recruitment and retention campaigns.

- Devise and draft reports to meet internal and external stakeholder requirements, undertaking data and information analysis, for example, monitoring registrations and engagement with QAA Member activities.

- Coordinate approval and sign off processes for membership outputs and resources, where required.

Key contacts

- Colleagues at all levels, both internal and external to QAA
- Membership Engagement Managers; Quality and Standards Specialists; events support; institutional (member) contacts (including senior managers).

The job description sets out the main duties of the post at the date when it was drawn up. The duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence.
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<th>*** How measured**</th>
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| **Experience** | • Experience of working in a customer facing role in a membership organisation or similar.  
• Experience of supporting relevant customer relationship management systems and processes.  
• Experience in supporting the allocation and coordination of resources to deliver quality outcomes.  
• Experience of supporting and organising events - virtual and face-to-face.  
• Experience of successfully working in teams.  
• Experience of working or studying in a higher education environment is desirable. | A, I |
| **Qualifications and training** | • Undergraduate qualification (or equivalent) highly desirable. | A |
| **Knowledge, skills and abilities** | • Good analytical and problem-solving skills with a creative approach to seeking solutions.  
• Good written and oral communication skills.  
• Ability to work independently, ensuring that all deadlines are met.  
• Effective interpersonal skills with the ability to develop and maintain strong, effective working relationships.  
• Excellent organisational, events and project coordination skills.  
• Sensitivity and understanding of working in a customer and service focused environment.  
• Ability to perform with accountability and responsibility and work to tight deadlines, prioritising where necessary.  
• Ability to manage own work in a structured and methodical way.  
• Excellent IT skills in Microsoft Office and CRM tools. | I, E, A, I, E, I, I, A, I, I, A, I, I, A, I |
| **Behaviours** | • A willingness to work flexibly with a 'can-do' approach.  
• Show initiative to meet the needs of QAA.  
• Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence.  
• To ensure the image of QAA is represented in a positive, helpful and professional manner.  
• Highly motivated and able to work under pressure.  
• Confident and self-motivated.  
• Critical reflection and continuous improvement.  
• Ability to demonstrate, understanding and apply our workplace values. | A, I & E |
| **Location** | Gloucester Office, but with some national travel. | |